

## EDUCATION

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- **Western Governor's University** Salt Lake City, UT  
*Bachelor of Science in Network Design and Management* Sep. 2009 – Sep. 2012

## EXPERIENCE

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- **Apptio** Bellevue, WA  
*Senior DevOps Engineer* Dec 2017 - Present
  - **Terraform:** Utilize CI/CD to deploy Terraform-defined SSO access/authorization infrastructure in AWS IAM.
  - **Puppet:** Deploy Production-Tier infrastructure changes internally and to customers via Puppet.
  - **Operations:** Support critical company infrastructure and provide break/fix and outage mitigation.
- **Disney** Seattle, WA  
*Senior Systems Engineer* Jul 2016 - Dec 2017
  - **Chef:** Utilized Chef for configuration management and deployment of Tier-1 services.
  - **Terraform:** Deployed application stacks via Terraform, including a greenfield AppSec service utilizing AWS ECS.
  - **Docker:** Migrated legacy application infrastructure to Docker and ECS, as well as greenfield deployments.
  - **Packer:** Deployed automated AMI building workflow utilizing Packer, ECS, and Terraform.
  - **DataDog:** Created real-time metric/operational status dashboard for Tier-1 Geo-IP streaming service.
  - **HA Deployment:** Designed and deployed infrastructure for highly-available Tier-1 Geo-IP streaming service utilized by major sports media national streaming.
- **Amazon** Seattle, WA  
*Technical Operations Team Lead* Mar 2016 - Jul 2016
  - **Leadership:** Ensure team is delivering on SLAs and operational goals.
  - **Project Management:** AGILE based project management and roadmap planning.
  - **Hiring:** Manage hiring/screening/recruiting pipeline for Seattle team.
  - **Operations:** Point of contact for escalation and ongoing service/event issues.
- **Amazon** Seattle, WA  
*Operations Engineer* Aug 2014 - Jul 2016
  - **Operations:** Event/incident management for Amazon.com and AWS services.
  - **Netscaler:** Configured customer-facing application fabric on Citrix Netscalers for services like Amazon.com, AWS, IMDB etc...
  - **Metrics:** Owned configuration and management of operational dashboard for AWS services.
  - **Process:** Helped develop multi-team operational process, allowed DDOS response team to launch months early.
- **Level (3)** Tulsa, OK  
*CDN/NOC Technician/Linux Administrator* Jun 2013 - Aug 2014
  - **Operations:** Primary point of contact for monitoring/maintenance of global CDN with several thousand Linux nodes.
  - **Bash:** Wrote Bash script to deliver nightly report on nodes generating the highest amount of alerts.
  - **Linux:** Responsible for diagnosing and troubleshooting a variety of Linux performance issues in a globally distributed system.
  - **Java:** Diagnosis and troubleshooting of Java-based application infrastructure.

## TECHNICAL SKILLS

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- **Languages:** Python, Bash, JSON, YAML
- **Technologies:** AWS, Git, F5 BigIP, Citrix Netscaler, Docker, Terraform, Kubernetes, Chef, Puppet, Ansible, Consul, Nomad, Vagrant, Packer, TravisCI, New Relic, Datadog, Tomcat, Apache, 12-Factor Design